















## Grand Palladium Costa Mujeres Resort & Spa

<b>CATEGORY</b>	5*
<b>ADDRESS</b>	Vialidad Paseo Mujeres, 77400 Cancun, Qroo, México
<b>TELEPHONE</b>	+529988685200
<b>E-MAIL</b>	Info.costamujeres@palladiumhotelgroup.com
<b>WEB</b>	Palladiumhotelgroup.com
<b>BUILT</b>	2018
<b>TYPE OF HOTEL</b>	Holiday Resort, Events and Conferences, Family friendly .
<b>BOARD BASIS</b>	All Inclusive Premium.

### RECEPTION SERVICES

24-hour service	Check-in: 3 pm	Check-Out: 12pm
Languages spoken: 	Card payment: 	Day pass*
Night pass*	Early Check In***	Late check out***
Upgrade***	Express Check-Out	Currency exchange
Courtesy shower	Customer Service	Babysitter***
Fax Service*	Copy services*	Custody Service
Newspapers	Valet parking	Wake-up call
Porter	Bellboys	

### SERVICES

 Free Wi-Fi	 PC internet connection*	 Room Service 24h*
 Dine around**	 Car rental*	 Fire alarm
 Pool towel	 Internal transport**	 Medical service*
 Laundry service*	 24-hour security	 Parking
 Info Tours	 Shuttle service***	

**Observations:** \*Extra charge \*\*On request

### HOTEL FACILITIES

Num. rooms: 660	Buildings: 6	Lobbies: 1
Lifts:	Swimming pools: 4	Beach Club: 1
Show cooking Restaurants: 2	Bars: 20	A la carte Rest.: 8
Miniclub /Babyclub /TeenClub	Sporting facilities	
Outdoor Jacuzzi	Catholic Church	Zentropia Palladium Spa & Wellness
Boutique•	Gym	Family Selection
Gift Shop•	Hairdresser•	Jewelry•
Sports facilities		

**Observations:** \*Extra charge

### ACCESS

Airport km: 29  
Taxi min: 35  
Approx price €: -

### DISABLED

Accessible rooms: 8  
Level access: Yes  
Pool Access: Yes

### BEACH

Beach Access: Direct  
Lifeguard: Yes  
Sand color: White

### B. CENTER

Banquet: 12  
Total Area: 1500  
Max Capacity: 900

 **BARS AND RESTAURANTS**

Name	Opening hours	Reservation	Dress code	Smoking area	Location
<b>Show cooking &amp; A la Carta Restaurants</b>					
The Nest	<b>Breakfast:</b> 07:00am-11:00am <b>Dinner :</b> 06:00pm-10:30pm	-	-	-	Family Selection Lobby
<b>Show cooking Restaurants</b>					
Isla Blanca	<b>Breakfast:</b> 07:00am-11:00am <b>Lunch :</b> 12:30pm-03:30pm <b>Dinner :</b> 06:30pm-10:30pm	-	-	-	Grand Palladium
Poseidón Beach Club	11:00am-05:00pm	-	-	-	Grand Palladium
<b>A la carte Restaurants</b>					
Portofino (Italian Cuisine)	<b>Dinner :</b> 05:30pm-10:30pm	-	✓	-	Village
El Dorado (Steak House)	<b>Dinner :</b> 05:30pm-10:30pm	-	✓	-	Village
Chang Thai (Thai Cuisine)	<b>Dinner :</b> 05:30pm-10:30pm	-	✓	-	Village
Sumptuori (Japanese Cuisine)	<b>Dinner :</b> 05:30pm-10:30pm	-	✓	-	Village
Boghali (Indian Cuisine)	<b>Dinner :</b> 05:30pm-10:30pm	-	✓	-	Village
Chic Cabaret & Restaurant*	<b>Dinner :</b> 08:00pm-11:00pm	✓	✓	-	Village
La Adelita (Mexican Kitchen)	<b>Dinner :</b> 05:30pm-10:30pm	-	✓	-	Village
<b>Bars in Restaurants</b>					
Bar (Portofino)	05:30pm-10:30pm	-	-	-	
Bar (La Adelita)	05:30pm-10:30pm	-	-	-	
Bar (Sumptuori)	05:30pm-10:30pm	-	-	-	
Bar (El Dorado)	05:30pm-10:30pm	-	-	-	
Bar (Chic)	08:00pm-11:00pm	-	-	-	Village
Bar (Chang Thai)	05:30pm-10:30pm	-	-	-	Village
Bar (Boghali)	05:30pm-10:30pm	-	-	-	Village
<b>Lobby bars</b>					
Costa Mujeres	09:00am-11:00pm	-	-	-	Grand Palladium
<b>Bars</b>					
Aqua	06:00pm-02:00am	-	-	-	Village
<b>Pool bars</b>					
Bar	10:00am-08:00pm	-	-	-	Village
Niu	10:00am-08:00pm	-	-	-	
<b>Beach Bars</b>					
Beach Bar	10:00am-06:00pm	-	-	-	Grand Palladium Beach
<b>Swim Up Bar</b>					
Splash	10:00am-08:00pm	-	-	-	Grand Palladium
<b>Coffee shop</b>					
Piacere	08:00am-11:00am	-	-	-	Village
<b>Other bars</b>					
Elements	10:00am-06:00pm	-	-	-	Zentropia Spa & Wellness
Bar Teatre	07:30pm-11:00pm	-	-	-	Village
Rafa Nadal Tennis Centre Bar	07:00am-10:00pm	-	-	-	Rafa Nadal Tennis Centre
<b>Sports Bar</b>					
Xtra Time Sports Bar	00:00am-00:00am	-	-	-	Village
<b>Sky Lounge Bar</b>					
Eclipse Sky Bar	06:00pm-02:00am	-	-	-	Village
<b>Pool Club</b>					
Es Niu	<b>Lunch :</b> 00:00pm-04:30pm	-	-	-	Family Selection Pool

\*Dress code for gentlemen, shirts or T-shirts with sleeves and long pants or formal bermuda are required in all a la carte restaurants. Los horarios y fechas de apertura de los restaurantes pueden variar en función de la temporada.

**Observations:** \*\* Exclusive for clients of Zentropia Palladium Spa & Wellness

\* Chic Cabaret & Restaurant with reservation fee of 35 USD per person, plus 100 USD per person for the entrance ticket.

\*\* Exclusive for clients of Family Selection

 **ROOMS**

**TOTAL:660**

	Junior Suite Garden / Lagoon View	Junior Suite Poolside	Junior Suite Poolside Ocean View	Junior Suite Beachside	Junior Suite Beachside Ocean View	Junior Suite Beachside Panoramic Ocean View	Junior Suite Swim Up Beachfront	Loft Suite Jacuzzi Terrace	Family Suite Junior Suite Beachside	Family Suite Junior Suite Beachside Panoramic Ocean View	Family Suite Loft Suite Jacuzzi Terrace	Family Suite Loft Suite Jacuzzi Terrace Ocean View	Family Suite Loft Suite Jacuzzi Terrace Panoramic Ocean View
Number of rooms	184	265	15	62	14	12	8	24	40	6	11	13	6
m <sup>2</sup>	66	66	66	66	66	66	67	100	66	66	100	100	100
2 Beds Queen Size	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
King size bed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Memory foam mattress	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Separate shower	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Whirlpool bathtub	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Jacuzzi on the terrace	-	-	-	-	-	-	-	✓	-	-	✓	✓	✓
Double sink	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
separate toilet.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Second toilet	-	-	-	-	-	-	-	✓	-	-	✓	✓	✓
Sofa Bed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Separate living room	-	-	-	-	-	-	-	✓	-	-	✓	✓	✓
Combined bedroom and living room	✓	✓	✓	✓	✓	✓	✓	-	✓	✓	-	-	-
Terrace with furniture	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bathrobe and slippers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Minibar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Flat-screen TV 50"	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electronic safe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Iron and ironing board	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Steam iron	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bar counter	-	-	-	-	-	-	-	✓	-	-	✓	✓	✓
Nespresso coffee maker	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Bathroom amenities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Amenities "Family Selection"	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Hair dryer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pillow menu	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Wake-up call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Rooms for disabled guests	✓	-	-	✓	-	-	-	-	✓	-	-	-	-
Desk	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
WIFI	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Magnifying mirror	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Full length mirror	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Scales	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Aromatherapy*	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Pool towels	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cordless phone	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Wine climatizer	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Private check in service	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Concierge service	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Butler service	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Centralized air conditioning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Black out curtains	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
USB-Charger	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Crib**	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Direct access to swimming pool	-	-	-	-	-	-	✓	-	-	-	-	-	-
Two floors	-	-	-	-	-	-	-	✓	-	-	✓	✓	✓
Room service 24h*	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
24-hour room service	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Non smoking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

**TOTAL:660**

	Junior Suite Garden / Lagoon View	Junior Suite Poolside	Junior Suite Poolside Ocean View	Junior Suite Beachside	Junior Suite Beachside Ocean View	Junior Suite Beachside Panoramic Ocean View	Junior Suite Swim Up Beachfront	Loft Suite Jacuzzi Terrace	Family Suite Junior Suite Beachside	Family Suite Junior Suite Beachside Panoramic Ocean View	Family Suite Loft Suite Jacuzzi Terrace	Family Suite Loft Suite Jacuzzi Terrace Ocean View	Family Suite Loft Suite Jacuzzi Terrace Panoramic Ocean View
Ironing Service (max. 2 pieces per person)	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Whirlpool preparation***	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Nightly amenity	-	-	-	-	-	-	-	-	✓	✓	✓	✓	✓
Sea view	-	-	✓	-	✓	✓	-	-	-	-	-	-	✓
Garden view	✓	✓	-	✓	-	-	-	✓	✓	-	-	-	-
Pool view	-	✓	-	✓	-	-	✓	-	✓	-	✓	-	-
located a few steps from the beach	-	-	-	✓	✓	-	✓	-	✓	✓	✓	✓	✓
located by the lake	-	✓	-	-	-	-	-	✓	-	-	-	-	-
located near the pool	-	✓	✓	-	-	-	-	-	-	✓	-	-	-
Free parking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	✓	✓	-	-	-	-	-	✓	-	-	-	-	-

**Observations:** \*Extra charge

### POOLS

Name	Type	Opening hours	Area m2	Depth cm	Location
<b>Main Pool</b>	Family	08:00am-08:00pm	2068,47	150	Gp Costa Mujeres
<b>Pool 2</b>	Family	08:00am-08:00pm	382,62	150	G P Costa Mujeres
<b>Splash Pool</b>	Children	09:00am-06:00pm	348,2	40	G P Costa Mujeres
<b>Family Selection</b>	Family	08:00am-08:00pm	458,66	150	G P Costa Mujeres

**Observations:** Family Selection \* exclusive for FS

### KIDSCLUB

	Baby Club	Kids Club	Teens Club
<b>Age</b>	1-3	4-12	13-18
<b>Schedule</b>	09:00am-05:00pm	09:00am-05:00pm	03:00pm-11:00pm
<b>Location</b>	G P Costa Mujeres	G P Costa Mujeres	Village

### ENTERTAINMENT

Activities	Sport	Facilities
Aerobic	Various Games	Football
Yoga	Pilates	Tennis
Zumba	Crafts	Catamaran
Children's Entertainment	Night shows	Paddle
Diurnal animation	Billiards	Kajak
Live Music		Pedal boats
		Multi-purpose courts Area Concerts
		Snorkeling
		Deep-sea fishing*
		Diving*
		Waterpolo
		Aqua-Basket
		Aqua-Volley
		Aqua-Gym

**Observations:** \*Extra charge \*\*On request \*\*\*Extra charge & On request.

### ZENTROPIA PALLADIUM SPA & WELLNESS

Facilities	Services Spa	Fitness
Water slides	Beauty	Gym
Steam rooms	Massages	Dressing room
Dry and moist sauna	Facial treatments	
Relaxation area	Body treatments	
"Eco meditative" cold bath	Lockers	
Cold Jacuzzi 1		
Hot Jacuzzi 1		
Ice cabin		
Sensations shower		

**Observations:** Extra charge

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